

CITY OF BELMONT POLICE SUPPORT SERVICES MANAGER

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

Under the direction of the Police Commander assigned to Support Services, the Support Service Manager supervises the operations, personnel and equipment of the Records and Communications divisions.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Police Commander assigned to Support Services. Supervises and directs Police Office Specialists and Police Dispatchers.

ESSENTIAL FUNCTION STATEMENTS -- *Essential responsibilities and duties may include, but are not limited to the following:*

1. Develops and monitors goals and objectives for the Support Services Division.
2. Oversees the office operation including scheduling, record keeping, communications equipment and computer processing systems.
3. Prepares budget requests for the Support Services Division and monitors expenditures.
4. Collects and tabulates a variety of statistics and data for department and other required reports, assuring all mandated reporting is completed in a timely manner.
5. Performs research and other analytical work in connection with special projects and budget preparation.
6. Performs research and develops staff reports, departmental policies and procedures.
7. Assesses and monitors employee performance; prepares and communicates performance evaluations, coaches and counsels employees in support of meeting goals and objectives. Recommends personnel actions.
8. Works cooperatively with Technology Services staff to manage the department's data processing system including the Local Area Network and computer systems.
9. Works cooperatively with supervisors to manage functions of the Support Service Division in the absence of the Commander.
10. Attends Department, City, County and State meetings as required.
11. Provides dispatching, records and front office support when needed to assure coverage.

QUALIFICATIONS

Knowledge of:

Basic functions of a law enforcement agency including office operations, record keeping, dispatching. Communications equipment, data/word processing systems and evidence handling procedures. Supervisory and management principles, methods and practices, including performance management and training. Basic techniques of budget preparation and control. Laws governing the gathering, control and maintenance of property, evidence and law enforcement records. Court decisions effecting law enforcement. Principles of business letter writing and basic report preparation.

Page Two
Police Support Services Manager (cont'd)

Ability to:

Perform Police Office Specialist and Dispatcher functions as needed.
Learn applicable laws, statutes, local ordinances and related court decisions.
Effectively supervise personnel, provide training and performance evaluation.
Research to retrieve data and information for reporting, operational needs or special projects.
Apply knowledge in collecting, organizing and analyzing information for decision making.
Write clear, concise, grammatically correct reports and make recommendations.
Speak clearly, concisely and tactfully to individuals or groups.
Establish and maintain effective working relationships with other employees, business contacts and the public.
Work cooperatively to meet or exceed departmental goals and objectives.

Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education:

Possession of an Associate's Degree in Public or Business Administration, Administration of Justice or a closely related field from an accredited college or university. A Bachelor's Degree is preferred; and

Experience:

Three years of experience in a related law enforcement field, preferably in a supervisory capacity. Background in communications and/or data management.

License:

Possession of a valid California Driver's License.

WORKING CONDITIONS:

Essential duties require the ability to sit, stand, bend and operate a computer for extended periods of time, exposure to irregular work hours, noise, unusual fatigue factors, emergency situations and extensive public contact. Environmental conditions include exposure to office, dispatch and evidence processing equipment. This is a uniformed position.